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| 2 people, first person looking at second person and speech bubble with second person's name "Joe" in bubble. | Look at the person and use their name. |
| person with speech bubble on top of head with question mark indicating trying to make a decision. | Ask yourself if this is a good time to make a request. |
| fingers positioned in the ok position. Thumb and index finger with tips touching, other fingers spread out. | When the answer is “no” to a request just say “Ok”. |
| Person with hand up at ear to indicate listening to someone. | Listen to the person’s reasons. |

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| person with calm and neutral expression.  no smile, no frown.  mouth is in a straight line. | Stay calm and keep a natural expression. |
| a clock on a wall to indicate wait for another time.  two people sitting in chairs looking opposite directions not talking to each other. | If you disagree, wait for another time to express your point of view. |
| 2 people.  Person #1 is looking at person and has a speech bubble above head with words, "thank you".  Person #2 is listening to the words. | Thank the person for considering your request. Sound sincere. |
| person has hand cupped at ear indicating listening to another person. | Listen to the person’s reasons. |